

**Peoples Gas**

Chicago, IL 60687-0001

\*\*\* PLEASE READ YOUR METER \*\*\*

Customer Inquiries: (312)240-7000 Emergencies: (312)240-7001

Bill Issued	Account Number	Payment Due Date	Amount Due
01-15-99	122706-00205	02-05-99	\$99.59

**CUSTOMER**

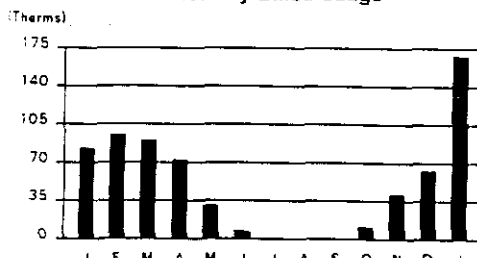
Name Virginia Diehl  
 Account Number 122706-00205  
 Service Address 650 N Central Av H  
 Chicago IL 60644  
 Phone Number (773) 626-6080  
 Service Classification Rate 1 - Small Residential  
 Heating Account Yes

**CURRENT USAGE**

Billing Period 12-11-98 to 01-14-99 Days of Service 34

Meter Number	Previous	Meter Reading	Current	Difference
1763276	8252 Estimated 12-11	8418 Estimated 01-14		(100 Cubic Feet) 166

Conversion to Therms 166 x 1.030 BTU Factor = 170.98 Therms

**SUMMARY****Your Monthly Billed Usage**

Average Daily  
 Therms Used 2.36  
 Temperature 31°F

January 1998

January 1999  
 5.02  
 21°F

**CHARGES**

Gas Charge	\$ .2717	x	170.98	Therms	=	\$46.46
Customer Charge						9.45
Distribution Charge						
First 50 Therms	\$ .36375	x	50.00	Therms	=	18.19
Over 50 Therms	\$ .11445	x	120.98	Therms	=	13.85
Environmental Activities	\$ .00110	x	170.98	Therms	=	.19
Current Charges before Taxes						88.14
Taxes						
Illinois Gross Revenue Tax	\$88.14	x	0.10	%	=	.09
Illinois Gas Revenue Tax	\$ .024	x	170.98	Therms	=	4.10
Current Charges After State Taxes						92.33
Chgo Municipal Utility Tax	\$88.14	x	8.24	%	=	7.26
Current Charges After Taxes						99.59

**Total Amount Due**

By 02-05-99

**\$99.59****MESSAGES**

Ahora puede hablar con representantes de Peoples Gas que hablan español si llama al (312)240-7002 entre 6am-12pm, seis días a la semana, Lunes a Sábado.

Thank you for your payment of \$52.75

**OFFICIAL FILE**

I.C.C. DOCKET NO. 01-0453

Complaints Exhibit No. 3

Witness

Date 1/19/99 Reporter TR

2282  
 CK 1-26-99  
 9959

# Peoples Gas

Chicago, IL 60687-0001

Customer Inquiries: (312)240-7000 Emergencies: (312)240-7001

Bill Issued	Account Number	Payment Due Date	Amount Due
02-15-99	122706-00205	03-08-99	\$66.86

## CUSTOMER

Name **Virginia Diehl**  
 Account Number **122706-00205**  
 Service Address **650 N Central Av H**  
**Chicago IL 60644**  
 Phone Number **(773) 626-6080**  
 Service Classification **Rate 1 - Small Residential**  
 Heating Account **Yes**

## CURRENT USAGE

Billing Period **01-14-99** to **02-10-99** Days of Service **27**

Meter Number	Meter Reading		Difference (100 Cubic Feet)
	Previous	Current	
1763276	8418 Estimated 01-14	8513 Estimated 02-10	95

Conversion to Therms 95 x 1.031 BTU Factor = 97.94 Therms

## SUMMARY

### Your Monthly Billed Usage



## CHARGES

Gas Charge	\$2.684	x	97.94	Therms	=	\$26.29
Customer Charge						9.45
<b>Distribution Charge</b>						
First 50 Therms	\$3.6375	x	50.00	Therms	=	18.19
Over 50 Therms	\$1.1445	x	47.94	Therms	=	5.49
Environmental Activities	\$0.00121	x	97.94	Therms	=	.12
Current Charges before Taxes						59.54
<b>Taxes</b>						
Illinois Gross Revenue Tax	\$59.54	x	0.10	%	=	.06
Illinois Gas Revenue Tax	\$0.24	x	97.94	Therms	=	2.35
Current Charges After State Taxes						61.95
Chgo Municipal Utility Tax	\$59.54	x	8.24	%	=	4.91
Current Charges After Taxes						66.86

Total Amount Due  
 By 03-08-99

\$66.86

## MESSAGES

Ahora puede hablar con representantes de Peoples Gas que hablan español si llama al (312)240-7002 entre 6am-12pm, seis días a la semana, Lunes a Sábado.

Thank you for your payment of \$99.59

*PA 66 86*  
*OK #10 314*  
*2-199*



# Peoples Gas

Chicago, IL 60687-0001

\*\*\* PLEASE READ YOUR METER \*\*\*

Customer Inquiries: (312)240-7000 Emergencies: (312)240-7001

Bill Issued	Account Number	Payment Due Date	Amount Due
03-16-99	122706-00205	04-06-99	\$74.32

## CUSTOMER

Name Virginia Diehl  
 Account Number 122706-00205  
 Service Address 650 N Central Av H  
 Chicago IL 60644  
 (773) 626-6080  
 Phone Number  
 Service Classification Rate 1 - Small Residential  
 Service  
 Heating Account Yes

## CURRENT USAGE

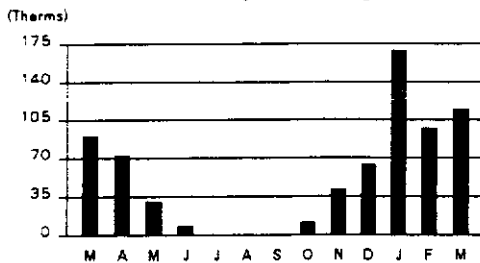
Billing Period 02-10-99 to 03-12-99 Days of Service 30

Meter Number	Meter Reading		Difference (100 Cubic Feet)
	Previous	Current	
1763276	8513 Estimated 02-10	8625 Estimated 03-12	112

Conversion to Therms 112 x 1.032 BTU Factor = 115.58 Therms

## SUMMARY

### Your Monthly Billed Usage



Average Daily  
 Therms Used March 1998 3.18 March 1999 3.85  
 Temperature 36°F 31°F

## MESSAGES

Ahora puede hablar con representantes de Peoples Gas que hablan español si llama al (312)240-7002 entre 6am-12pm, seis días a la semana, Lunes a Sabado.

## CHARGES

Gas Charge	\$ .2659	x	115.58	Therms	=	\$30.73
Customer Charge						9.45
Distribution Charge						
First 50 Therms	\$ .36375	x	50.00	Therms	=	18.19
Over 50 Therms	\$ .11445	x	65.58	Therms	=	7.51
Environmental Activities	\$ .00140	x	115.58	Therms	=	.16
Current Charges before Taxes						66.04
Taxes						
Illinois Gross Revenue Tax	\$66.04	x	0.10	%	=	.07
Illinois Gas Revenue Tax	\$ .024	x	115.58	Therms	=	2.77
Current Charges After State Taxes						68.88
Chgo Municipal Utility Tax	\$66.04	x	8.24	%	=	5.44
Current Charges After Taxes						74.32

Total Amount Due  
 By 04-06-99

\$74.32

Thank you for your payment of \$66.86

3-22-99  
 Ck 2333



Customer Inquiries: (312)240-7000 Emergencies: (312)240-7001

Bill Issued	Account Number	Payment Due Date	Amount Due
04-15-99	122706-00205	05-06-99	\$54.05

#### CUSTOMER

Name Virginia Diehl  
 Account Number 122706-00205  
 Service Address 650 N Central Av H  
 Chicago IL 60644  
 Phone Number (773) 626-6080  
 Service Classification Rate 1 - Small Residential  
 Service  
 Heating Account Yes

#### CURRENT USAGE

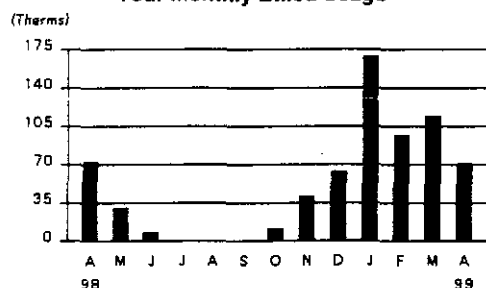
Billing Period 03-12-99 to 04-12-99 Days of Service 31

Meter Number	Meter Reading		Difference (100 Cubic Feet)
	Previous	Current	
1763276	8625 Estimated 03-12	8695 Estimated 04-12	70

Conversion to Therms 70 x 1.032 BTU Factor = 72.24 Therms

#### SUMMARY

##### Your Monthly Billed Usage



Average Daily Therms Used April 1998 2.34 April 1999 2.33  
 Temperature 45°F 45°F

#### CHARGES

Gas Charge \$2.492 x 72.24 Therms = \$18.00  
 Customer Charge 9.45  
 Distribution Charge  
 First 50 Therms \$3.6375 x 50.00 Therms = \$18.19  
 Over 50 Therms \$1.1445 x 22.24 Therms = 2.55  
 Environmental Activities \$0.00140 x 72.24 Therms = .10  
 Current Charges before Taxes 48.29

##### Taxes

Illinois Gross Revenue Tax \$48.29 x 0.10 % = .05  
 Illinois Gas Revenue Tax \$.024 x 72.24 Therms = 1.73  
 Current Charges After State Taxes 50.07  
 Chgo Municipal Utility Tax \$48.29 x 8.24 % = 3.98  
 Current Charges After Taxes 54.05

Total Amount Due By 05-06-99

\$54.05

#### MESSAGES

Effective April 30, 1999, our Homan Avenue Office Customer Service located at 1111 S. Homan Avenue, will permanently close for business. Payments can still be made at any one of our conveniently located authorized payment agents.

Thank you for your payment of \$74.50

pd 05-1-99  
 54-1-99  
 2374  
 ck



\*\*\* PLEASE READ YOUR METER \*\*\*

Customer Inquiries: (312)240-7000 Emergencies: (312)240-7001

Bill Issued	Account Number	Payment Due Date	Amount Due
05-14-99	122706-00205	06-04-99	\$42.10

#### CUSTOMER

Name Virginia Diehl  
 Account Number 122706-00205  
 Service Address 650 N Central Av H  
 Chicago IL 60644  
 Phone Number (773) 626-6080  
 Service Classification Rate 1 - Small Residential  
 Service  
 Heating Account Yes

#### CURRENT USAGE

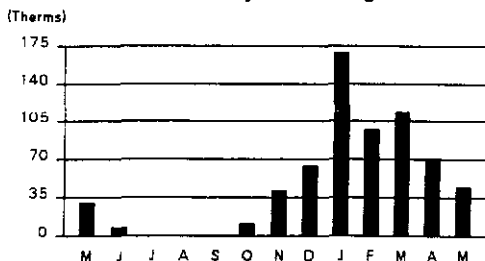
Billing Period 04-12-99 to 05-12-99 Days of Service 30

Meter Number	Meter Reading		Difference (100 Cubic Feet)
	Previous	Current	
1763276	8695 Estimated 04-12	8740 Estimated 05-12	45

Conversion to Therms 45 x 1.031 BTU Factor = 46.39 Therms

#### SUMMARY

##### Your Monthly Billed Usage



Average Daily  
 Therms Used 1.09 May 1998 1.54 May 1999  
 Temperature 55°F 52°F

#### MESSAGES

Effective April 30, 1999, our Homan Avenue Office Customer Service located at 1111 S. Homan Avenue, will permanently close for business. Payments can still be made at any one of our conveniently located authorized payment agents.

#### CHARGES

Gas Charge \$2.468 x 46.39 Therms = \$11.45  
 Customer Charge ..... 9.45  
 Distribution Charge  
 Under 50 Therms \$.36375 x 46.39 Therms = 16.87  
 Environmental Activities \$.00140 x 46.39 Therms = .06  
 Current Charges before Taxes ..... 37.83

Taxes  
 Illinois Gross Revenue Tax \$37.83 x 0.10 % = .04  
 Illinois Gas Revenue Tax \$.024 x 46.39 Therms = 1.11  
 Current Charges After State Taxes ..... 38.98  
 Chgo Municipal Utility Tax \$37.83 x 8.24 % = 3.12  
 Current Charges After Taxes ..... 42.10

Total Amount Due  
 By 06-04-99 ..... \$42.10

Thank you for your payment of \$54.05

42.10  
 6-30-99  
 @14  
 2432



Customer Inquiries: (312)240-7000 Emergencies: (312)240

Bill Issued	Account Number	Payment Due Date	Amount Due
06-16-99	122706-00205	07-07-99	\$58.90

#### CUSTOMER

Name Virginia Diehl  
 Account Number 122706-00205  
 Service Address 650 N Central Av H  
 Chicago IL 60644  
 Phone Number (773) 626-6080  
 Service Classification Rate 1 - Small Residential  
 Service  
 Heating Account Yes

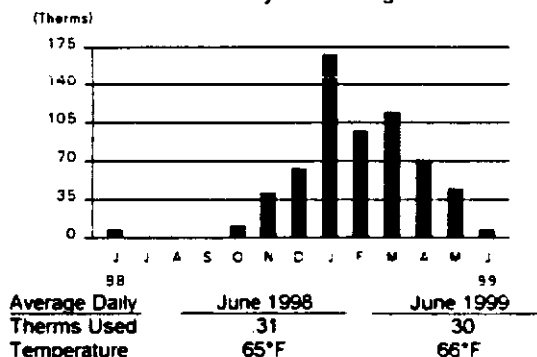
#### CURRENT USAGE

Billing Period 05-12-99 to 06-11-99 Days of Service

Meter Number	Meter Reading		Diff (100)
	Previous	Current	
1763276	8740 Estimated 05-12	8749 Estimated 06-11	
Conversion to Therms 9 x 1.031 BTU Factor = 9.27			

#### SUMMARY

Your Monthly Billed Usage



#### CHARGES

Gas Charge	\$ .2667	x	9.27	Therms	=
Customer Charge					
Distribution Charge					
Under 50 Therms	\$ .36375	x	9.27	Therms	=
Environmental Activities	\$ .00136	x	9.27	Therms	=
Current Charges before Taxes					
Taxes					
Illinois Gross Revenue Tax	\$15.30	x	0.10	%	=
Illinois Gas Revenue Tax	\$ .024	x	9.27	Therms	=
Current Charges After State Taxes					
Chgo Municipal Utility Tax	\$15.30	x	8.24	%	=
Current Charges After Taxes					
Previous Balance Past Due					
Total Amount Due By 07-07-99					

\$59.13 will be due if paid after 07-07-

#### MESSAGES

Effective April 30, 1999, our Homan Avenue Office Customer Service located at 1111 S. Homan Avenue will permanently close for business. Payments can still be made at any one of our conveniently located authorized payment agents

58.90  
 42.10  
 16.80

pg 6-30 99 16.80  
 @K 2-136

\*\*\* PLEASE READ YOUR METER \*\*\*

Customer Inquiries: (312)240-7000 Emergencies: (312)240-7001

Account Number	Payment Due Date	Amount Due
122706-00205	08-06-99	\$11.75

#### CURRENT USAGE

Billing Period 06-11-99 to 07-14-99 Days of Service 33

Meter Number	Meter Reading		Difference (100 Cubic Feet)
	Previous	Current	
1763276	8749 Estimated 06-11	8751 Estimated 07-14	2

Conversion to Therms 2 x 1.031 BTU Factor = 2.06 Therms

#### CHARGES

Gas Charge	\$2.909	x	2.06	Therms	=	\$6.00
Customer Charge						9.45
Distribution Charge						
Under 50 Therms	\$3.6375	x	2.06	Therms	=	.75
Current Charges before Taxes						10.20

#### Taxes

Illinois Gross Revenue Tax	\$10.80	x	0.10	%	=	.01
Illinois Gas Revenue Tax	\$0.24	x	2.06	Therms	=	.05
Current Charges After State Taxes						10.26
Chgo Municipal Utility Tax	\$10.80	x	8.24	%	=	.89
Current Charges After Taxes						11.75

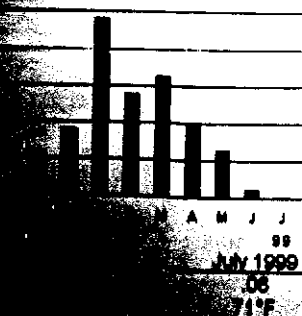
Total Amount Due By 08-06-99 \$11.75

\$11.92 will be due if paid after 08-06-99.

Thank you for your payments totaling \$58.90

Virginia Diehl  
122706-00205  
220 N Central Av H  
Chicago IL 60644  
(773) 626-6080  
Rate 1 - Small Residential  
Service  
Yes

#### Monthly Billed Usage



pd 11.75  
7-28-99  
OK 2468



Customer Inquiries: (312)240-7000 Emergencies: (312)240-7001

Bill Issued	Account Number	Payment Due Date	Amount Due
08-17-99	122706-00205	09-07-99	\$10.24

#### CUSTOMER

Name Virginia Diehl  
 Account Number 122706-00205  
 Service Address 650 N Central Av H  
 Chicago IL 60644  
 Phone Number (773) 626-6080  
 Service Classification Rate 1 - Small Residential  
 Service  
 Heating Account Yes

#### CURRENT USAGE

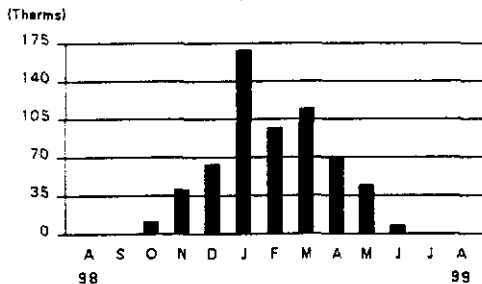
Billing Period 07-14-99 to 08-12-99 Days of Service 29

Meter Number	Previous	Meter Reading	Current	Difference
1763276	8751 Estimated 07-14	8751 Estimated 08-12		0

Conversion to Therms 0 x 1.030 BTU Factor = .00 Therms

#### SUMMARY

##### Your Monthly Billed Usage



Average Daily Therms Used August 1998 N/A August 1999 N/A  
 Temperature 75°F 77°F

#### CHARGES

Customer Charge	9.45
Current Charges before Taxes	9.45
<b>Taxes</b>	
Illinois Gross Revenue Tax	\$9.45 x 0.10 % = .01
Current Charges After State Taxes	9.46
Chgo Municipal Utility Tax	\$9.45 x 8.24 % = .78
Current Charges After Taxes	10.24

Total Amount Due By 09-07-99 \$10.24

\$10.39 will be due if paid after 09-07-99.

Thank you for your payment of \$11.75

#### MESSAGES

Effective April 30, 1999, our Homan Avenue Office Customer Service located at 1111 S. Homan Avenue, will permanently close for business. Payments can still be made at any one of our conveniently located authorized payment agents.

9/12/99 \$10.24





Customer Inquiries: (312)240-7000 Emergencies: (312)240-7001

Bill Issued	Account Number	Payment Due Date	Amount Due
09-17-99	122706-00205	10-08-99	\$29.11

#### CUSTOMER

Name Virginia Diehl  
 Account Number 122706-00205  
 Service Address 650 N Central Av H  
 Chicago IL 60644  
 Phone Number (773) 626-6080  
 Service Classification Rate 1 - Small Residential Service  
 Heating Account Yes

#### CURRENT USAGE

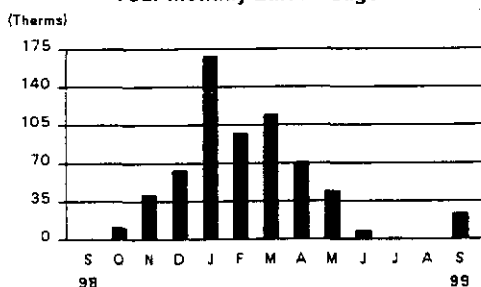
Billing Period 08-12-99 to 09-09-99 Days of Service 28

Meter Number	Meter Reading		Difference (100 Cubic Feet)
	Previous	Current	
1763276	8751 Estimated 08-12	8775 Meter Reader 09-09	24

Conversion to Therms 24 x 1.030 BTU Factor = 24.72 Therms

#### SUMMARY

##### Your Monthly Billed Usage



Average Daily Therms Used September 1998 N/A September 1999 .88  
 Temperature 71°F 69°F

#### CHARGES

Gas Charge \$3.175 x 24.72 Therms = \$7.85  
 Customer Charge 9.45  
 Distribution Charge  
 Under 50 Therms \$3.6375 x 24.72 Therms = 8.99  
 Environmental Activities \$3.00124 x 24.72 Therms = .03  
 Current Charges before Taxes 26.32

Taxes  
 Illinois Gross Revenue Tax \$26.32 x 0.10 % = .03  
 Illinois Gas Revenue Tax \$3.024 x 24.72 Therms = .59  
 Current Charges After State Taxes 26.94  
 Chgo Municipal Utility Tax \$26.32 x 8.24 % = 2.17  
 Current Charges After Taxes 29.11

Total Amount Due By 10-08-99 \$29.11

\$29.53 will be due if paid after 10-08-99.

Thank you for your payment of \$10.24

#### MESSAGES

Effective April 30, 1999, our Homan Avenue Office Customer Service located at 1111 S. Homan Avenue, will permanently close for business. Payments can still be made at any one of our conveniently located authorized payment agents.

9/15/99 \$29.11



Bill Issued	Account Number	Payment Due Date	Amount Due
10-18-99	122706-00205	11-08-99	\$32.56

#### CUSTOMER

Name **Virginia Diehl**  
 Account Number **122706-00205**  
 Service Address **650 N Central Av H**  
**Chicago IL 60644**  
 Phone Number **(773) 626-6080**  
 Service Classification **Rate 1 - Small Residential**  
**Service**  
 Heating Account **Yes**

#### CURRENT USAGE

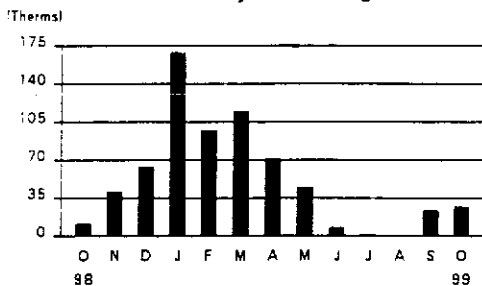
Billing Period **09-09-99** to **10-13-99** Days of Service **34**

Meter Number	Meter Reading		Difference (100 Cubic Feet)
	Previous	Current	
1763276	8775 Meter Reader 09-09	8802 Estimated 10-13	27

Conversion to Therms 27 x 1.029 BTU Factor = 27.78 Therms

#### SUMMARY

##### Your Monthly Billed Usage



Average Daily  
 Therms Used **October 1998: .47** **October 1999: .81**  
 Temperature **October 1998: 63°F** **October 1999: 58°F**

#### CHARGES

Gas Charge \$35.46 x 27.78 Therms = \$9.85  
 Customer Charge ..... 9.45  
**Distribution Charge**  
 Under 50 Therms \$.36375 x 27.78 Therms = 10.10  
 Environmental Activities \$.00102 x 27.78 Therms = .03  
 Current Charges before Taxes ..... 29.43

**Taxes**  
 Illinois Gross Revenue Tax \$29.43 x 0.10 % = .03  
 Illinois Gas Revenue Tax \$.024 x 27.78 Therms = .67  
 Current Charges After State Taxes ..... 30.13  
 Chgo Municipal Utility Tax \$29.43 x 8.24 % = 2.43  
 Current Charges After Taxes ..... 32.56

**Total Amount Due**  
**By 11-08-99**

**\$32.56**  
 \$33.03 will be due if paid after 11-08-99.

Thank you for your payment of \$29.11

*pd*  
*OK 2548*  
*11-2-99*

#### MESSAGES



Customer Inquiries: (312)240-7000 Emergencies: (312)240-0001

Bill Issued	Account Number	Payment Due Date	Amount Due
11-17-99	122706-00205	12-08-99	\$49.08

#### CUSTOMER

Name **Virginia Diehl**  
 Account Number **122706-00205**  
 Service Address **650 N Central Av H**  
**Chicago IL 60644**  
**(773) 626-6080**  
 Phone Number  
 Service Classification **Rate 1 - Small Residential**  
**Service**  
 Heating Account **Yes**

#### CURRENT USAGE

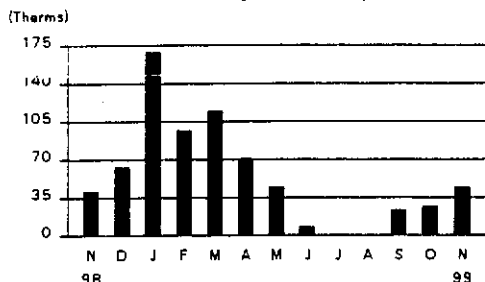
Billing Period 10-13-99 to 11-12-99 Days of Service 30

Meter Number	Meter Reading		Difference (100 Cubic Feet)
	Previous	Current	
1763276	8802 Estimated 10-13	8848 Estimated 11-12	46

Conversion to Therms 46 x 1.029 BTU Factor = 47.33 Therms

#### SUMMARY

##### Your Monthly Billed Usage



Average Daily  
 Therms Used November 1998 November 1999  
 Temperature 50°F 51°F

#### MESSAGES

#### CHARGES

Gas Charge \$3.706 x 47.33 Therms = \$17.54  
 Customer Charge ..... 9.45  
**Distribution Charge**  
 Under 50 Therms \$3.6375 x 47.33 Therms = 17.22  
 Environmental Activities \$0.0090 x 47.33 Therms = .04  
 Current Charges before Taxes ..... 44.25

**Taxes**  
 Illinois Gross Revenue Tax \$44.25 x 0.10 % = .04  
 Illinois Gas Revenue Tax \$.024 x 47.33 Therms = 1.14  
 Current Charges After State Taxes ..... 45.43  
 Chgo Municipal Utility Tax \$44.25 x 8.24 % = 3.65  
 Current Charges After Taxes ..... 49.08

**Total Amount Due**  
**By 12-08-99** ..... **\$49.08**

\$49.79 will be due if paid after 12-08-99.

Thank you for your payment of \$32.56

11/25/99  
 \$79.00



Customer Inquiries: (312)240-7000 Emergencies: (312)240-7001

Bill Issued	Account Number	Payment Due Date	Amount Due
12-17-99	122706-00205	01-07-00	\$73.16

#### CUSTOMER

Name Virginia Diehl  
 Account Number 122706-00205  
 Service Address 650 N Central Av H  
 Chicago IL 60644  
 Phone Number (773) 626-6080  
 Service Classification Rate 1 - Small Residential  
 Service  
 Heating Account Yes

#### CURRENT USAGE

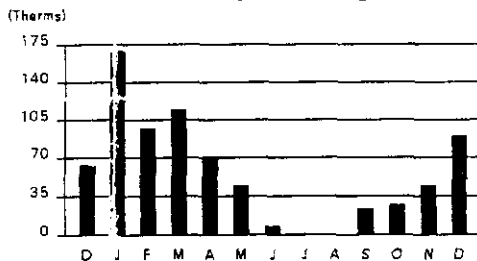
Billing Period 11-12-99 to 12-14-99 Days of Service 32

Meter Number	Previous	Meter Reading	Current	Difference
1763276	8848 Estimated 11-12	8937 Estimated 12-14		89

Conversion to Therms 89 x 1.028 BTU Factor = 91.49 Therms

#### SUMMARY

##### Your Monthly Billed Usage



Average Daily  
 Therms Used December 1998 2.06 December 1999 2.85  
 Temperature 46°F 40°F

#### CHARGES

Gas Charge \$3.609 x 91.49 Therms = \$33.02  
 Customer Charge 9.45  
**Distribution Charge**  
 First 50 Therms \$3.6375 x 50.00 Therms = 18.19  
 Over 50 Therms \$1.1445 x 41.49 Therms = 4.75  
 Environmental Activities \$0.0086 x 91.49 Therms = .08  
 Current Charges before Taxes 65.49

**Taxes**  
 Illinois Gross Revenue Tax \$65.49 x 0.10 % = .07  
 Illinois Gas Revenue Tax \$0.024 x 91.49 Therms = 2.20  
 Chgo Municipal Utility Tax \$65.49 x 8.24 % = 5.40  
 Current Charges After Taxes 73.16

Total Amount Due  
 By 01-07-00

\$73.16

\$74.22 will be due if paid after 01-07-00.

Thank you for your payment of \$49.08

#### MESSAGES

This winter join Peoples Energy in assisting those who need help paying their gas bills. To contribute, mark the Add-a-dollar box on the payment coupon below, write your donation amount next to the box and add that amount to your payment. Thank you.

Pd 12-2-99  
 Ch# 2494